

Simpler Trade Through Smarter Tech

The Trade Single Window

Introduction

Introduction by Eddie Sng

Board of Director, CILT Singapore

Founder of SANBO Intelligent Technology

The New Reality of Global Trade

- **The Execution Gap:** Trade is objectively harder to execute today than in previous decades.
- **Shifting Partnerships:** The Canada-US operating environment is evolving under a new geopolitical climate.
- **Market Access:** Countries are reassessing their positions and making new alliances to cushion these changes.
- **The Diversification Push:** Rapid expansion into markets with fundamentally different regulatory and data requirements.



Trade Single Window (TSW) – The Digital Backbone

- **Beyond Logistics:** It's no longer just "Point A to Point B" – it's a synchronization of commercial data, security, and agency filings.
- **From Initiative to Infrastructure:** TSW is the core digital backbone determining lead-time predictability.
- **The Golden Rule:** "Submit data once, use it many times."
- **Removing Redundancy:** Creating a consistent interface between **Traders, Logistics Providers, and Governments.**
- **Scalability:** A robust TSW allows businesses to scale cross-border operations without proportional cost increases.

Regional Maturity & Lessons Learned

- **Global Benchmarks:** Asia and South America lead in cross-border data exchange and TSW maturity.
- **Industry Engagement:** Learning what works (and what doesn't) when industry engages with regulators.
- **The Interoperability Goal:** Moving beyond national windows to seamless regional data sharing.
- **The North American Question:** How fast can our infrastructure evolve to support resilience beyond traditional corridors?

Today's Practical Agenda

- **Macro Outlook:** How diversification and new FTAs are changing the "rules of the game."
- **TSW as an Enhancer:** Moving from compliance burden to competitive advantage.
- **The Industry Perspective:** Practical lessons on implementation, predictability, and growth.

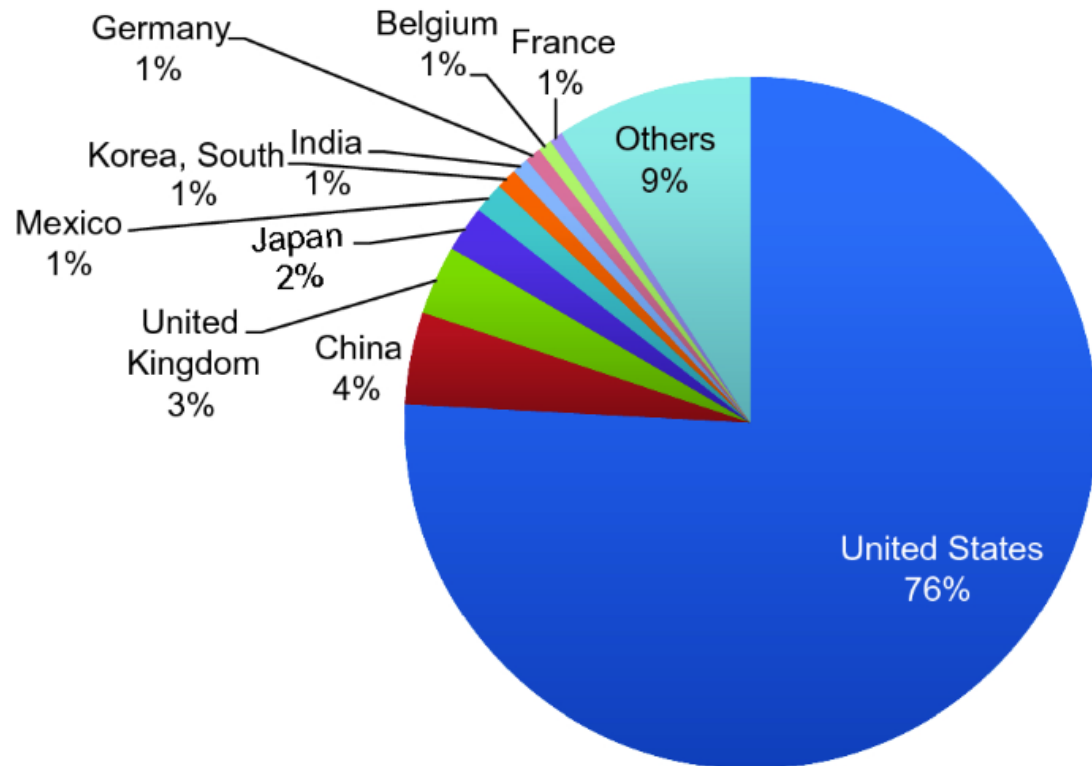


World Trade Has Changed...

Presentation by Hugh Stephens

Trade Diversification: Why and How

Canada's International Trade



Diversification Measures

- Canada-Korea FTA
- CETA
- CPTPP
- Canada-Indonesia FTA
- Canada-ASEAN (in negotiation)
- Indo-Pacific Strategy
- Preserve WTO
- Trade Facilitation Agreement



CANCPEC Study on CPTPP's e-Commerce Chapter

- Canada's National Committee on Pacific Economic Cooperation (CANCPEC) undertook Expert Study on CPTPP E-Commerce Chapter, with cooperation from experts across the PECC network, partnering with Australian PECC Committee
- Study premise is that CPTPP's current e-commerce chapter is no longer fit for purpose; should be upgraded into broader "digital economy" commitments
- Study is based on the WTO Joint Statement Initiative (JSI) on E-commerce as the baseline and then proposes "WTO-plus," reducing regulatory fragmentation across members.

Source: <https://www.asiapacific.ca/publication/modernizing-digital-trade-updating-cptpp-digital-economy-measures>

CANCPEC Study of CPTPP Chapter 14: Highlights



- Digital trade facilitation must move beyond basic electronic documents to strengthened rules on e-invoicing, e-payments, paperless trading and single window systems to streamline cross-border transactions.
- Cross-border data flow rules should be clarified, with stronger but more predictable disciplines on data localisation, privacy, cybersecurity and national security exceptions.
- Study stresses interoperability and consistent implementation, noting uneven digital regimes and the need for mechanisms that drive practical interoperability (e.g., for privacy and data localisation) and to ensure new entrants meet high standards.

CANPEC CPTPP Study: Recommendations



- Thirteen recommendations
 1. Adopting WTO E-Commerce Framework as Baseline
 2. Expanding Scope to a Digital Economy Chapter
 3. Enhancing Digital Trade Facilitation
 4. Strengthening Cross-Border Data Flow Rules
 5. Levelling Up Commitments to the Digital Economy Frontier
 6. Expanding Commitments on Digitally Deliverable Services and Digital Talent Flows
 7. Enhancing Implementation, Consistency, and Interoperability

CANPEC CPTPP Study: Recommendations



- Thirteen recommendations
 8. Establishing a Dedicated Monitoring Body to Provide Secretariat Services for the Digital Economy Chapter
 9. Utilizing Flexible Approaches to Digital Trade Progress
 10. Futureproofing Through Stakeholder Engagement
 11. Adapting the CPTPP to the New Security Context
 12. Green Digitalization and Digitalization for Greening
 13. Introducing AI Governance Principles

Blueprint for Implementation

- Six recommendations moving forward
 1. Align legal and design foundations with emerging CPTPP/WTO baselines
 2. Engineer for interoperability and standards from day one
 3. Build a robust cross-border data, privacy and security framework into the platform
 4. Integrate trade facilitation enablers: e-invoicing, e-payments, and paperless trade leading to single window
 5. Establish a governance, monitoring and stakeholder-engagement model
 6. Plan for AI-enabled, future-proof operations under clear governance

Next Steps

- Study was presented to CPTPP Ministers and Senior Officials, Autumn 2025
- Ongoing review of CPTPP Text and Commitments led by Current Chair (Vietnam)
- Business Communities in CPTPP Member States need to push for action on Trade Facilitation, including Adoption of Trade Single Window (TSW) Commitments
- As Canada diversifies trade, upscaling of Canada's TSW platform is essential to keep pace with trading partners

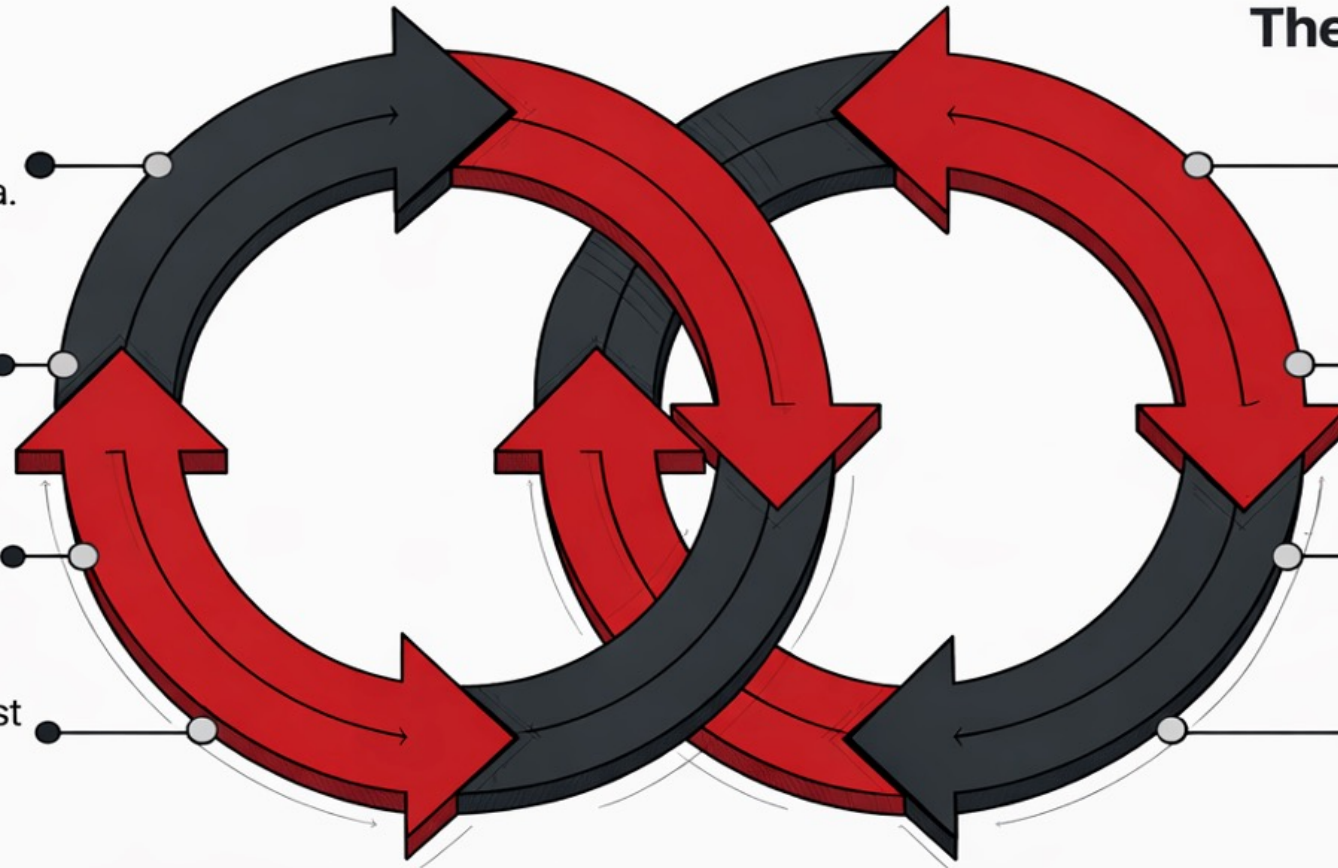
Trade Single Window

Presentation by Mike Yap, CrimsonLogic




The Reinforcing Cycle of Interoperability Challenges

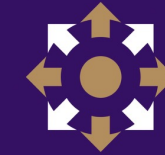
The Trap:

-  • Paper-heavy & unstructured data.
-  • Low adoption of data standards.
-  • Siloed systems across agencies.
-  • High financial cost to interconnect systems.



The Consequences:

-  • Limited data reuse.
-  • Duplicated data entry.
-  • Severe delays in global trade.
-  • Increased cost of compliance.

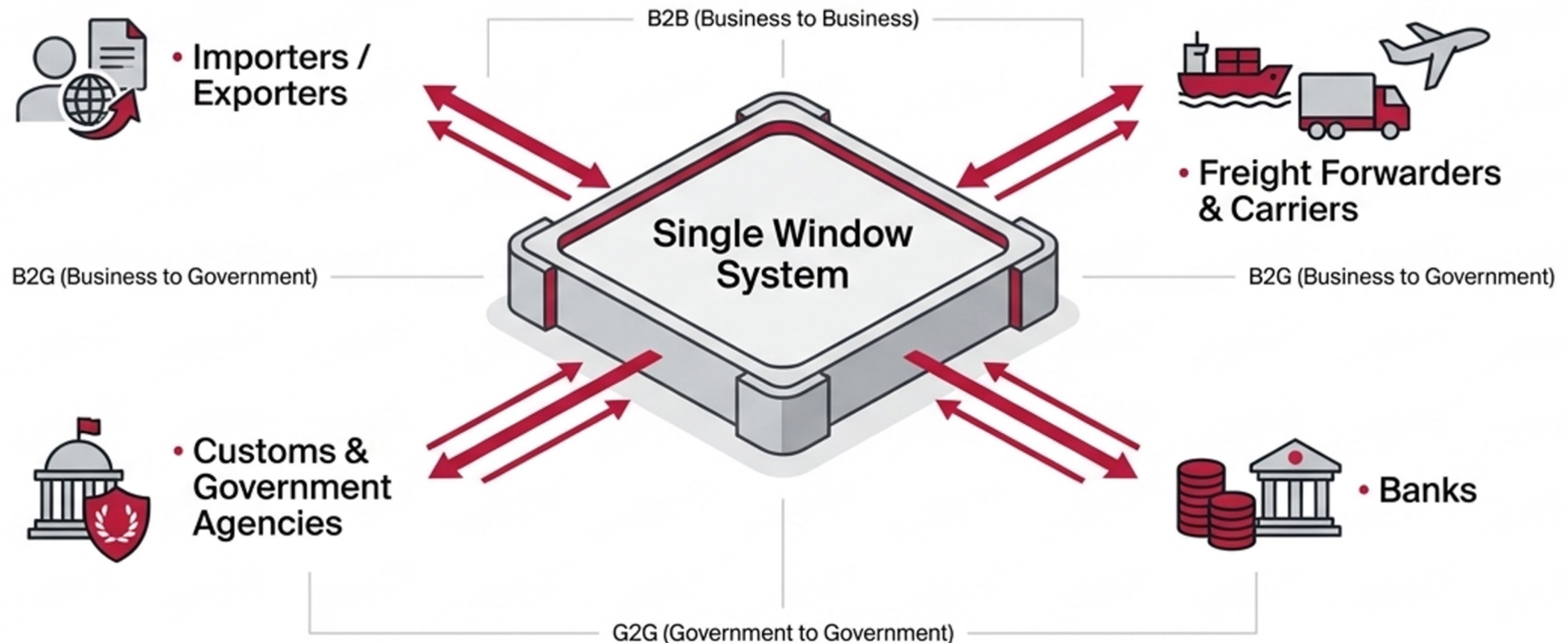


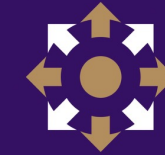
The Single Window Concept

A **Single Window** is a facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfill all import, export, and transit-related regulatory requirements.

The Golden Rule:

If information is electronic, individual data elements should only be submitted once.





Why Implement A Single Window?



Operational Efficiency

- Dramatically improved process efficiency.
- Hard cost savings across materials, time, and manpower.



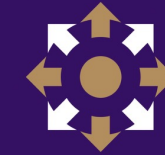
Transparency of Government Services

- Accurate, prompt provision of information and fee collection.
- Elevated quality of public service.



National Competitiveness

- Improves the overarching business operating environment.
- Drives local capability building and knowledge transfer.
- Cultivates a technology-savvy business community.



The Singapore Story – Overcoming Extreme Constraints

Following independence in 1965, Singapore faced immense structural challenges: no natural resources, a small population, limited capital and a small domestic market.

The Reality Before 1989

- About 10,000 declarations processed manually every single day.
- 4 to 20 physical documents required for each import/export transaction.
- Highly error-prone, paper-heavy environment
- Trade documentation costs accounted for an estimated 4% to 7% of the total value of shipped goods



TradeNet: The World's First Single Window Platform

Singapore TradeNet integrated import, export, and transshipment procedures into the world's first nationwide clearance system.

	Before	After
Processing Time	2–7 days	1 minute or less
Fees Charged	S\$10–S\$20	S\$3++
Documentation	3–35 documents	1 single eForm/eDoc
Daily Volume	approx. 10,000	over 30,000 processed smoothly

TradeNet: The World's First Single Window Platform

Singapore TradeNet has 9 front-end solution providers.



Jointly Organised by CILTNA (Pacific Chapter) & CILT Singapore

The Most Studied National Trade Clearance System



Harvard Business School

9-191-009
Rev. September 30, 1995

Harvard Business School: Case study detailing Singapore's positioning for leadership as the port of preference in the Pacific Rim.

**IBM: "It is estimated that TradeNet saves Singapore traders around US\$1 billion per year."
— Robert M Howe**

APEC
Economies

BREAKING
DOWN
THE
BARRIERS

Case studies in regulatory
and administrative
reforms

APEC: "Revolutionised the trade documentation process... identified as one of the strategic national information systems that have enhanced international competitiveness."

Putting
citizens on-line,
not in line

Gasean Al-Kibsi, Kito de Boer, Mona Mourshed,
and Nigel P. Rea

McKinsey Quarterly: "...applicants have had to submit only one online form, and they receive a license as soon as 15 seconds later."



Lessons Learnt: Much More Than an IT Project

Establishing a Single Window takes time and requires deep integration of government agencies in terms of policy, work processes, and data standards

The Iterative Implementation Reality:





Lessons Learnt: Much More Than an IT Project

- Lean before automation
 - This is an opportunity to “clean up” the paper-based process
 - Remove non-valued added steps before automation
- Approvals are rules based
 - If you cannot articulate it as a rule, you might not need it
- Different countries are at different levels of infrastructure maturity
- Engagement with key stakeholders are critical – not just the governmental departments.
- Give enough time for industry engagement, design and implementation.

The CrimsonLogic Trade Facilitation Platform



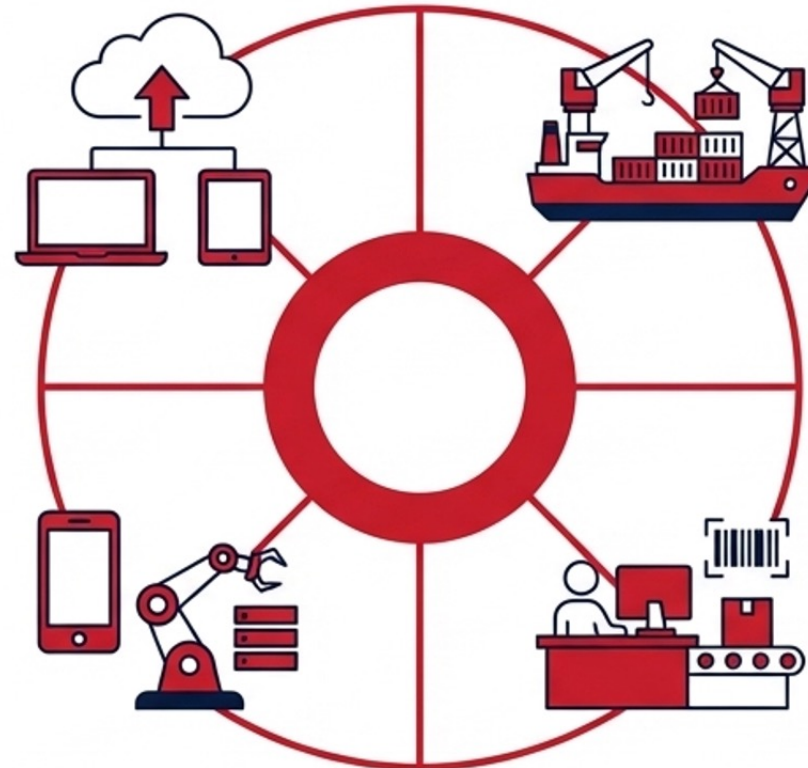
A ready-to-deploy, open-standards product suite that synergizes with trade ecosystems for maximum interoperability and efficiency

1. Single Window

Intelligent one-stop facility for information exchange between government agencies and traders

3. Permits & Licenses

Intelligent solution for Traders and Other Governmental Agencies (OAGs) to issue and process LPCOs electronically



2. Customs Management

Manage all aspects of Customs processes (import, export, transits) electronically and legally

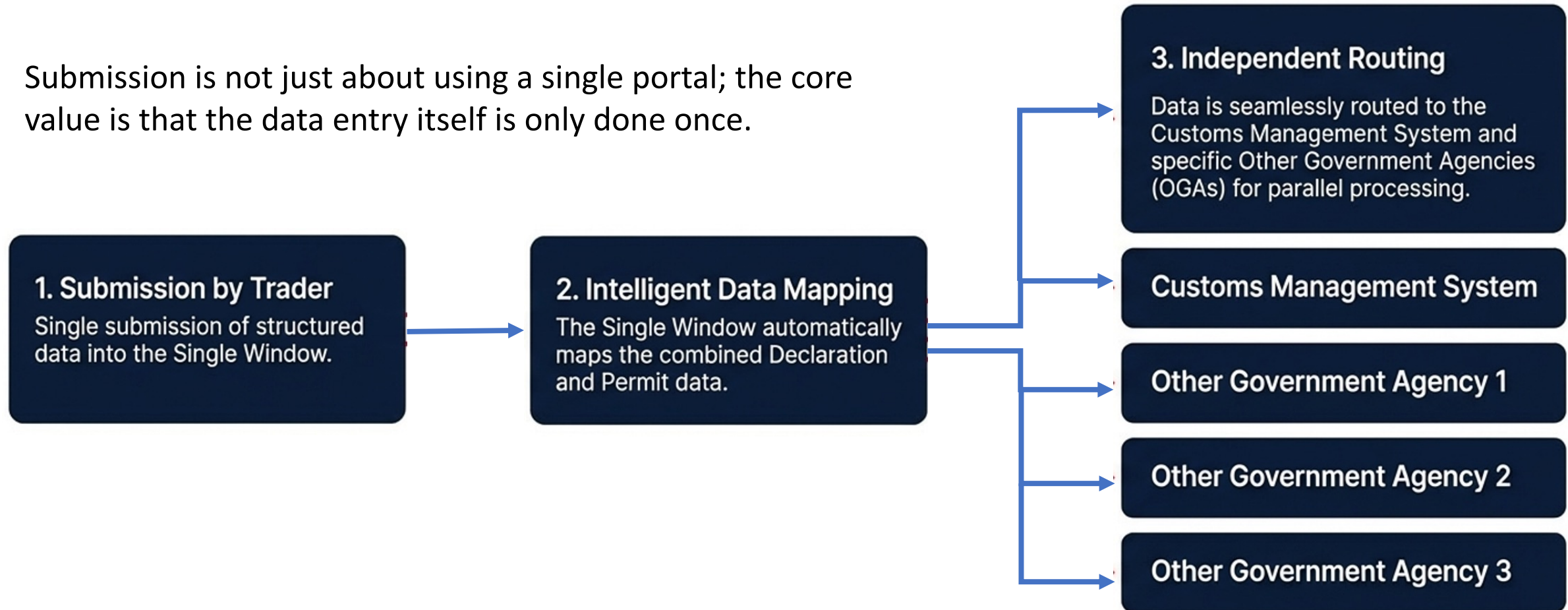
4. Free Trade Zone

Enable seamless electronic information exchange between FTZ Authorities and operators



The “Submit Once” Workflow

Submission is not just about using a single portal; the core value is that the data entry itself is only done once.

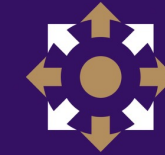


Result: Eradicates data duplication while maintaining stakeholder-specific rules and independent approvals.



Benefits of Single Window

- Faster processes, clearance and release.
- Reduced costs of compliance.
- Reduced documentation.
- Reduced corruption.
- Reduction in bureaucratic processes.
- Better collection of government revenues.
- Improved trader compliance.
- Better risk management techniques for control and enforcement purposes.
- Predictable application and explanation of rules.



Built on Global Standards

Interoperability by Design



WORLD CUSTOMS ORGANIZATION

WCO Data Model: TFP data model complies with UNEDIFACT, UNECE CUSCAR, and CUSDEC.



IATA CIMP & CargoXML: Native support for Air Manifest Uploads.

WCO SAFE Framework

Authorized Economic Operator (AEO) and centralized risk management natively implemented.



WORLD TRADE ORGANIZATION

WTO GATT: Built-in valuation guidelines using transaction value of identical/similar goods.



IMO: Full compliance for eMaritime Single Window document submission.



UNECE
UN/CEFACT

Adherence to highest global standards for digital trade documentation.



It's Not All About the Government

- When CrimsonLogic started their journey, they not only engaged with the Customs and Governmental Agencies, they had to engage with the private sector to solicit feedback and address concerns.
- The journey was long and arduous.
- Once the system was operational, the industry was given a period to test, accept, and adopt.

Industry Dialogue & Engagement

SMEs
MNCs

Trade
Associations

Logistics
Providers

Financial
Institutions

The Biggest Factor – People & Change Management

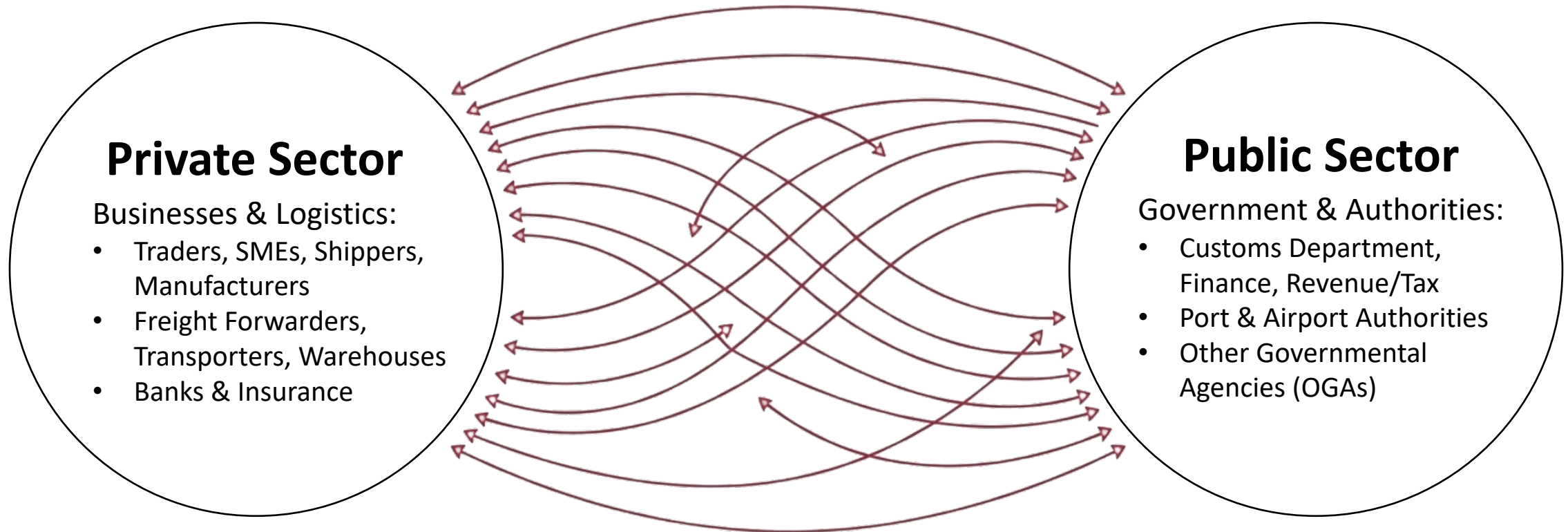


The Chartered
Institute of Logistics
and Transport

- Resistance to change
 - Fear of job loss or role changes
 - Comfort with old processes
 - Perceive complexity
- Poor Communication
 - Unclear objectives & benefits – What's in it for me?
 - Lack of transparency
- Lack of Leadership Support for Efforts
 - Lack in company-wide or industry-wide engagement
 - Lack in planning, training, managing and addressing issues
 - Overly ambitious targets and timelines

Ecosystem Connectivity Enabling the Whole Supply Chain

CrimsonLogic – Going beyond the Single Window to enable the entire ecosystem

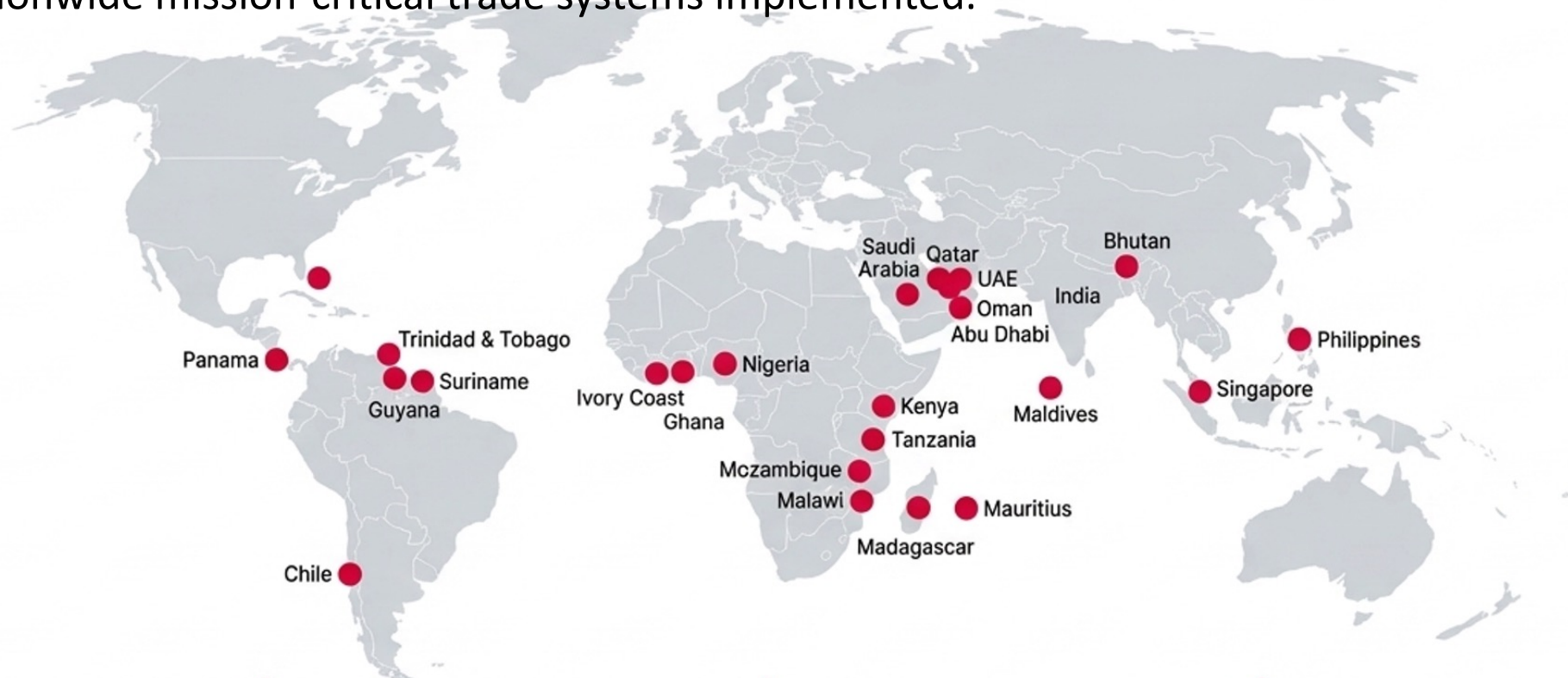


Powered by open data exchange protocols, harmonized datasets for deep data reuse, and implemented MLETR standards



Decades of Trust: A Global Footprint

CrimsonLogic – Encapsulating over 30 years of experience in Trade & Logistics Systems, with more than 20 nationwide mission-critical trade systems implemented.

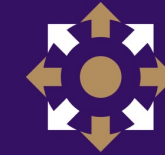


1989: Singapore
(World's First)

1994 - 2012: Mauritius, Ghana,
Saudi Arabia, Panama,
Madagascar, India, Qatar,
Trinidad & Tobago.

2013 - 2020: Chile, Kenya,
UAE, Oman, Bahamas, Bhutan,
Ivory Coast, Philippines.

2021 - 2025: Suriname,
Mozambique, Malawi, Maldives,
Guyana, Abu Dhabi, Nigeria.

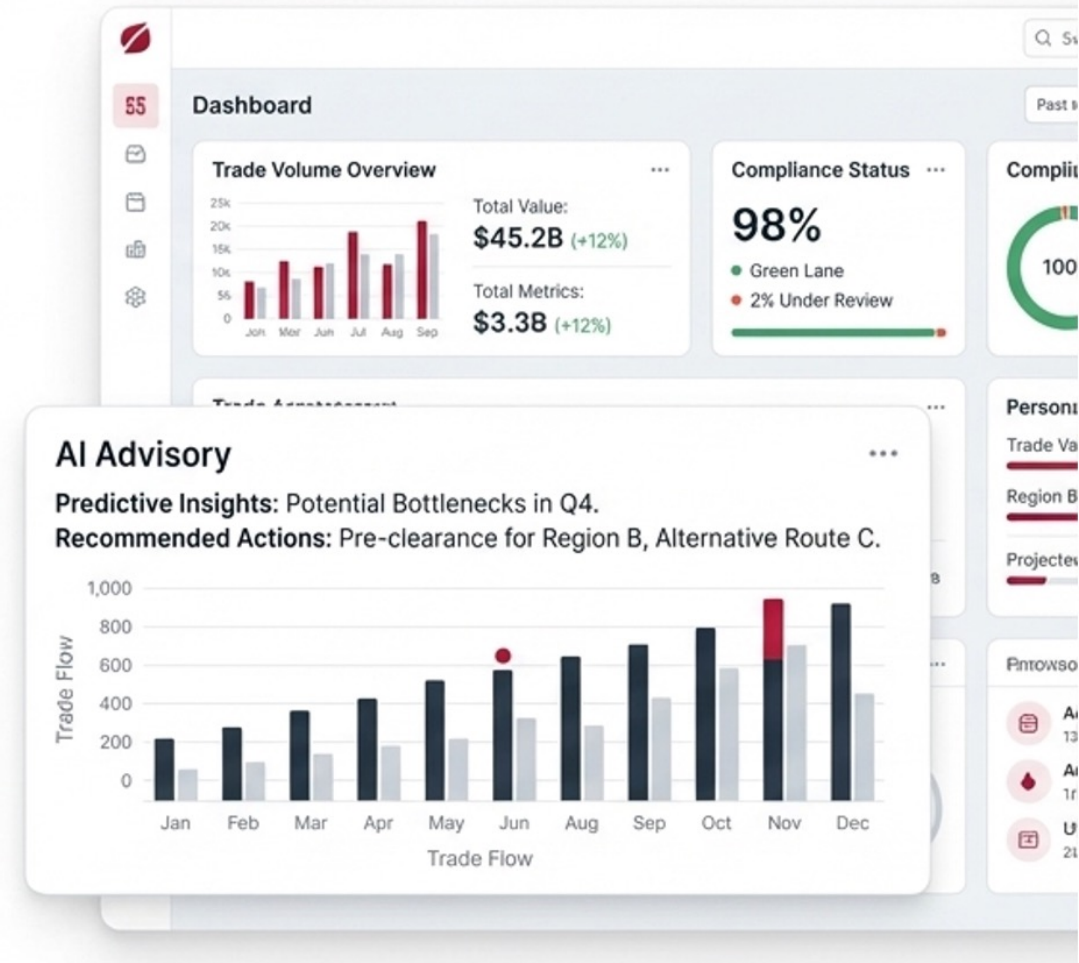


The Future of Trade: Global Trade Insights Platform (GTIP)

We are shifting from managing raw data to delivering predictive advisory. GTIP centralizes essential tools to reduce 'red tape' and empower businesses through Artificial Intelligence.

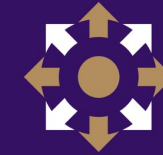
The Gen AI Shift

- **Explosion of Information:** Organising massive growth in trade, compliance, and logistics data
- **GenAI Advisory:** AI-powered advisory for traders, investors, and regulators.
- **Transparent Dashboards:** Moving from unstructured data to clear, meaningful insights and analysis.
- **Unified Digital Gateway:** A single gateway for all trade procedures driving global competitiveness.



Agility, Empowerment, and Co-Creation

Shifting to a product-first strategy allows for faster implementations and total customer empowerment



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and Transport

Faster Implementation, Better ROI

Ready-to-deploy products minimize time and effort required.

Empowered Operations

Powerful self-administration capabilities allow users to adapt to policy changes quickly and independently.

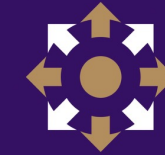
Co-Creation Provisioned

Users can actively enhance deployed modules on their own.

Future-Proof

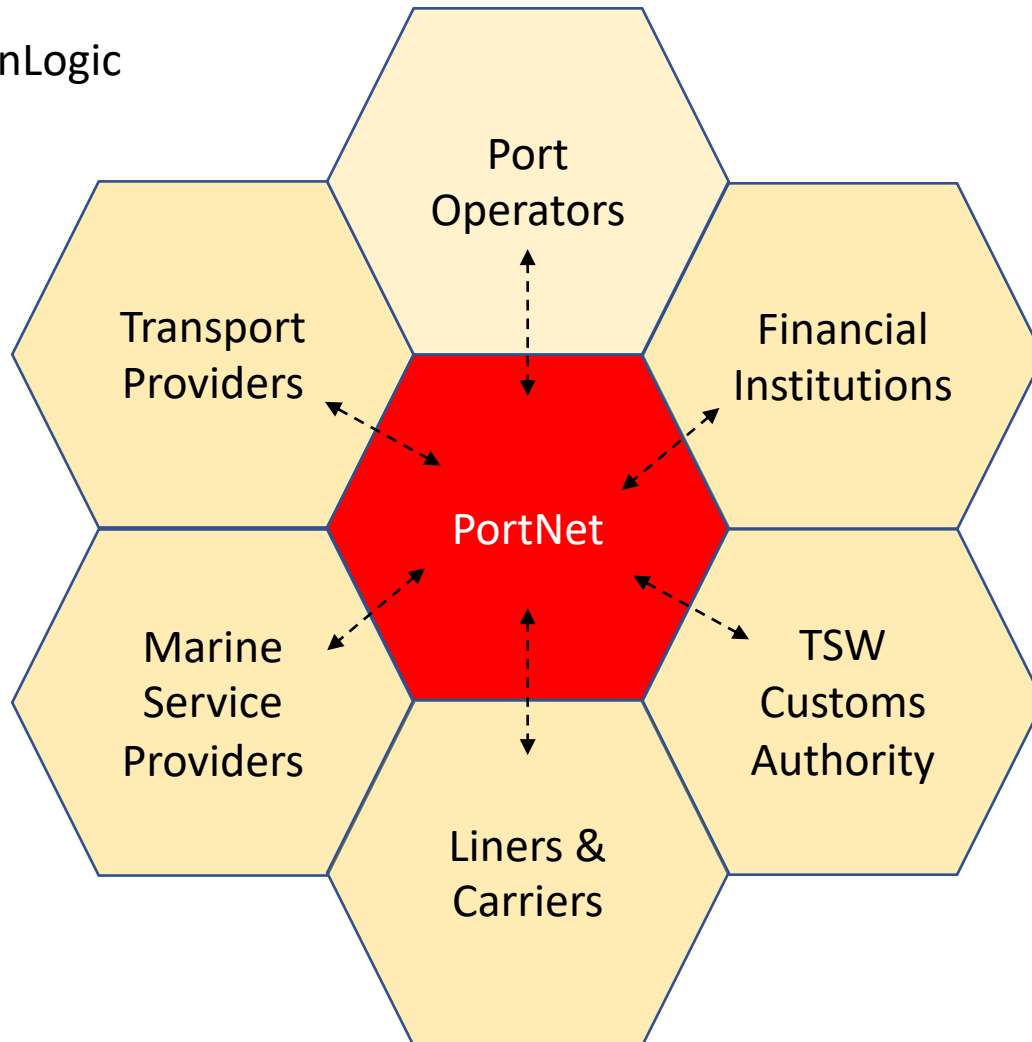
In step with the changing global trade landscape and shifting technology trends.

Accelerating global competitiveness through digital trade.



Beyond Trade Single Window

CrimsonLogic



- PORTNET®, the world's first nationwide e-commerce system serves more than 10,000 users and streamlines berth booking, marine service orders, billing, real-time alerts, and more.
- Connecting other Supply Chain applications and providers.
- Intention is to go beyond just trade compliance to enhancing trade efficiency.



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Final Thoughts

Closing by Eddie Sng



Closing Highlights – Trade In Transition

- **Real-World Pivot:** Trade diversification isn't theoretical; it's unfolding in real-time evidenced by Prime Minister Carney's WEF Speech in Davos and his recent landmark visits to China, India, Australia, and Japan.
- **The "De-risking" Strategy:** Active efforts are underway to wean economic dependency off traditional corridors (like the US) by cultivating broader global ties, building a more resilient, multi-polar trade portfolio.
- **Direct Commercial Outcomes:** Diplomatic shifts are already yielding results, such as reduced tariffs and new purchase contracts in the agricultural and manufacturing sectors.



Closing Highlights – Trade In Transition

- **Navigating Multi-Directional Trade:** Moving from a "hub-and-spoke" model to a multi-directional one increases the volume of data and regulatory regimes companies must manage.
- **The Complexity Challenge:** Diversification means managing multiple regulatory regimes simultaneously; TSW is the only way to "cut through" the noise of multiple agencies and diverse international requirements.
- **Interoperability as a Foundation:** Success in new markets (Asia, Europe, South America) depends entirely on reliable, digital frameworks for information exchange.

Closing Highlights – Trade In Transition

- **Competitive Advantage:** Digital infrastructure isn't just an "IT cost"- it is the key to faster clearances, predictable lead times, and global competitiveness.
- **Unlocking New Markets:** The investments made in digital trade today are the literal keys to unlocking the markets of tomorrow.
- **New Reality:** Companies will have to deal with multiple agencies, multiple regulatory regimes and a growing volume of data.
- **The Signal Is Clear:** How fast trade infrastructure in North America has to evolve to support diversification, resilience and growth beyond traditional corridors?

